APPENDIX

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Report on the
LIBRARY OF CONGRESS PERSONNEL PROGRAM
Delivered to the American Library Association Annual Conference by
John G. Lorenz, Deputy Librarian of Congress, June 27, 1972

The Library of Congress appreciates this opportunity to report on its personnel program. We acknowledge that as the National Library we have a responsibility to serve, as has been suggested, as a "model" for other American libraries. Therefore, you should know some of the pertinent facts about LC's personnel program, including the area of minority employment, against which to measure your own library's programs.

The total full-time staff of the Library of Congress under the General Schedule is 3,760. Of this number, 1,683 or 42 percent are minority group employees.

Every six months in accordance with guidelines of the U.S. Civil Service Commission, the Library of Congress conducts a minority employee census. A comparison of the minority census of the Library taken in November 1971 with the one completed in May 1972, reflects the substantial progress made by LC in recruiting and promoting minority employees. In grades 5-8, with salaries ranging from $7,300-$13,000, there were 41 additional employees of whom 18 or 44 percent were minority employees. In grades 9-11, with salaries ranging from $11,000 to $17,300, there were 22 added employees. Of these, 12 or 54 percent were members of minority groups. In grades 12 and 13 with salaries ranging from $15,800-$24,300, there were 32 added staff members of whom 12 or 37.5 percent were members of minority groups. In grades 14 and 15 with salaries ranging from $21,900-$33,200, there were 13 staff members. Of these, 3 or 23 percent were members of minority groups.

I can assure you that a significant part of this progress is the result of affirmative action and positive recruitment of minority group employees. If the supply of minority candidates were larger, we feel sure this record would be even better.

Another important area for the Library is the upward mobility of employees already on the staff. To move the program forward at the Library, we have recently analyzed every position in terms of what additional training and experience are needed for incumbents in all jobs to move to higher levels. We have also asked employees to update the education, training, and experience information in their personnel records. This information, now available in computer form, will make it possible to match new jobs and vacancies with qualified people already on the staff and to counsel staff members on opportunities in the Library for which they may already be trained, or for which they need to get additional training.

In order to assure equal opportunity on vacant positions, the Library of Congress has had for many years an open posting system. Announcements of vacancies are posted and distributed throughout the Library so that all staff members will know about them and be able to apply for specific positions for which they qualify.

Training of employees is also receiving considerably more attention at the Library. Employees in the Washington area are particularly fortunate in the number and variety of institutions offering programs of continuing education—Federal City College, American, Catholic, George Washington, Georgetown, and Howard Universities, D.C. Technical Institute, D.C. Teachers College, the University of Maryland, the suburban community colleges, and the Department of Agriculture Graduate School. The Library's work schedules are such that many employees can take advantage of these opportunities. The Library has increased considerably its commitment to training its employees on Library time. All employees are informed that they may request training pertinent to their Library responsibilities and their own career goals, and supervisors are urged to identify staff for whom additional training would be useful. Information on training programs both within and outside the Library is easily available. Recent LC *Information Bulletins* included information on 20 training courses designed to improve various employee skills, such as reading speed and comprehension, typing, cataloging, computer operation, and the techniques of modern management. For training outside the Library, released time is given with the tuition costs fully paid by the Library.

Under a work-study program, high school students in the Washington area, primarily representing minority groups, are earning salaries through employment

in four departments of the Library and can thus continue in school until graduation. Library-sponsored cataloging courses have given nearly 200 college graduates an opportunity to move into higher level positions. Training in good supervision, with emphasis on human relations, is another important part of the Library's program. Over 400 supervisors have received such training since 1968, and with added resources and emphasis on human relations, it is now mandatory for every new supervisor.

In the area of equal employment opportunity, the Library established a Fair Employment Practices Program in 1962, one of the first to go into effect in a Federal agency. In September 1971, the Program was substantially expanded both in impact and resources and renamed the Equal Opportunity Program with a full-time Program coordinator, 3 additional officers, and 7 counselors located in all Library departments and major work areas. Ten of these 11 staff members are representatives of a minority group. Every complaint of discrimination brought before these officers and counselors is thoroughly investigated and appropriate action recommended. If the complainant is not satisfied with the finding of the Equal Opportunity Office, he or she may appeal to an outside hearing examiner certified to the Library for that purpose by the Civil Service Commission. Since the expanded program's inception, 63 complaints have been successfully resolved by the counselors, officers, and coordinator, and one case was resolved after being referred to a hearing examiner. Two additional cases are still pending such resolution. The officers and counselors are giving dedicated service to this aspect of our affirmative action program, and although the program is requiring considerable staff time and resources, we feel the results justify the expenditure.

In order to improve staff communications, two departments of the Library have already established committees in the area of human relations. The Processing Department Committee, for example, with 27 employees, represents a cross-section of the staff with respect to Civil Service grade, sex, age, and race and has established four subcommittees in the fields of recruitment, training and orientation, promotion policies and job mobility, and communications. Officials of the Library have appeared before the overall committee to provide information and respond to questions and committee concerns. The results have been the identification of problems and misconceptions and the dissemination of accurate information.

Because these Committees have had a positive result in improved communications and staff relations, the Librarian of Congress has now directed all departments and his own Office to establish similar human relations committees. In addition, each committee will designate one representative to a Library-wide Human Relations Council which will report at least quarterly to the Librarian. We expect that these seven Committees and the Council will further improve Library-wide communication and staff relationships both up and down the line.

In March of this year, the President signed the Equal Employment Opportunity Act of 1972. The Librarian of Congress and the Chairman of the Congressional Joint Committee on the Library both supported the inclusion of the Library of Congress, an agency of the Legislative Branch, in this Act. The law requires each agency to develop an equal employment opportunity plan and to maintain an affirmative program of equal employment opportunity. The Act provides for review, evaluation, and periodic progress reports; training and education programs designed to provide a maximum opportunity for employees to advance so as to perform at their highest potential; establishment of qualifications for personnel relating to equal employment opportunity; and allocation of personnel and resources to carry out this program. Work has already begun at the Library to develop the overall plan and the first annual program under this Act while we await specific guidelines from the Civil Service Commission.

To conclude, we know there is still much to be done in achieving equal opportunity for all in every segment of our society. The results of hundreds of years of discrimination are difficult to eliminate rapidly. Both dedication and resources are necessary. Even though we are making progress at the Library of Congress, we are by no means satisfied and we shall continue to take further positive steps to achieve equal opportunity and personal advancement for all our employees. The highest possible staff morale is essential to our best possible service to the Nation, and this will continue to be our major objective. We shall appreciate your positive interest and support of our continuing work.